

## Veronica Henderson

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### Summary

- Demonstrated achiever in the social sciences, including foreign language, sociology, anthropology, religion, history, and Africana studies.
- Proficient in reading, writing, and speaking of Spanish.
- Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
- Extensive computer training, including knowledge of HTML programming and Windows products.
- Familiar with Library of Congress Authority database, OCLC Connexion, and AACR2 rules for cataloging records.

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### Education

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| <b>Master of Library Sciences—School of Library and Information Sciences</b> | 2009-2010 |
| <i>Indiana University-Purdue University-Indianapolis, Indianapolis, IN</i>   |           |
| Program completion December 2010, May 2011 degree conferral.                 |           |
| <b>Bachelor of Arts—School of Liberal Arts, World Languages and Cultures</b> | 2003-2009 |
| <i>Indiana University-Purdue University-Indianapolis, Indianapolis, IN</i>   |           |
| Spanish concentration. Minor—Sociology.                                      |           |

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### Career History & Accomplishments

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| <b>Data Entry and Alarm Dispatcher, General Emergency Monitoring Inc.</b>  | 2003-Present |
| <ul style="list-style-type: none"><li>• Monitored and dispatched for customer alarm accounts, both residential and commercial.</li><li>• Responsible for establishing and maintaining new and current customer monitoring information, verification of emergency dispatch jurisdiction.</li><li>• Provide assistance for customer, dealer, and technician inquiries.</li></ul>   |              |
| <b>Customer Service Professional, National Education Loan Network</b>  | 2004-2007    |
| <ul style="list-style-type: none"><li>• Assisted borrowers with federal and private student loan accounts (payments, inquiries, etc.) and provided customers with vital student loan account information pertaining to deferments, forbearances, alternative payment arrangements, and general education regarding Free Application for Federal Student Assistance (FAFSA) and National Student Loan Data System for Students (NSLDS).</li><li>• Served as student loan consolidation representative for federal and private loans.</li><li>• Assisted outbound customer service department with default prevention phone calls and customer assistance.</li></ul> |              |

**Office Cashier, *Joe O'Malia's Food Market*.**

1994-

2002

- Managed front-end cashiers and carry-outs.
- Assisted customers with special requests, complaints, comments, and concerns and relayed to management to maximize customer satisfaction.
- Maintained an organized and efficiently running office and monitored cash flow and department sales by use of daily audits.

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**Memberships & Affiliations**

- Student member, American Library Association
- Member, Association of Library and Information Science Students, **IUPUI**
- Member, Neal-Marshall Alumni Club of the IU Alumni Association
- Member, Indiana University Alumni Association

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**Volunteer Opportunities**

- English as a Second Language, St. Anthony Catholic Church Women's Group  
Began as internship for Spanish Capstone course for undergraduate work. At completion of degree requirements, continued for additional six months. Provided native Spanish-speaking women with additional opportunities to learn and understand English as well as gain fuller understanding of American culture. Obtained the opportunity to become emerged in Hispanic cultures and influences.

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**References**

References will be made available upon request.